

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	National Manager Adoption Service
Group:	Care Services
Reports to:	General Manager Care Support
Location:	As specified
Direct Reports:	Yes
Budget:	Yes

OUR ORGANISATION

About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

Our vision

New Zealand values the wellbeing of tamariki above all else.

Our purpose

To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

The Oranga Tamariki way

We're introducing a new way of doing things. A way of looking at the world that guides everything we do:



Our core outcomes

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish.
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

POSITION PURPOSE

The role of the National Manager Adoption Service will support the General Manager Care Support in achieving key accountabilities by leading the National Adoption Service.

Build and lead a high performing team to deliver high quality proactive adoption services. Ensure service delivery and practice are enhanced risks are monitored, assessed and managed effectively.

Ensuring policy and practice guidance is developed, updated and available to staff.

Manage and monitor the team’s financial, staffing and asset resources to maximise performance.

Implement and embed nationally agreed protocols, processes and systems to enable full and effective delivery of services from the team.

Work closely with the Manager International Casework.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Leadership	<ul style="list-style-type: none"> - Create an inspiring team environment with an open communication culture to enhance practice excellence - Demonstrate sound leadership and management in terms of people, finance, and resources - Takes responsibility for and ensures the delivery of high quality national adoption social work services that are child centred and consistent with international best practice - Responsible for strategic planning across the Adoptions network, working with other key internal stakeholders - Will lead the development of the Adoption work programme and ensure it is rolled out through direct reports and adoption teams - Be responsible for change management as required as well as advocacy for the Adoption Service - Ensure service quality targets are met and regular reporting is in place - Provide timely quality information to key internal and external stakeholders as appropriate - Analyse and report on regional trends and develop corrective action plans as appropriate - Ensure the capability and capacity is in place to achieve improved outcomes for children and young people, especially tamariki and rangatahi Māori - Promote and role model the values of Oranga Tamariki including good employer principles and practices and expected high standards of responsiveness and behaviour in team operations. - Ensure the development of the team and identify talent that will support staff retention, quality performance and Kaimahi Ora - Future builder - help staff and the organisation navigate the future

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- People builder – develop people and identify talent
 - Deliverer - make things happen, with and through others
 - Steward - lead in a public service context, contributing to a better New Zealand
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Management and Systems

- Understand and implement Health, Safety and Security accountabilities
 - Ensure health, safety and security policies and procedures are understood, followed and implemented by all employees.
 - Implement and maintain inter-sectoral collaboration between the team and other service delivery functions ensuring effective relationships with partner agencies, NGOs, community groups and contracted service providers
 - Contribute to the development of adoption operating plans and developing and implement team plans to reflect priorities
 - Build and enhance a team culture of quality practice using insights and quality assurance mechanisms and reporting, that supports continuous learning and improving
 - Respond to complaints in accordance with procedures and ensure Ministerials, Official Information Act and Privacy requests are managed in accordance with organisational standards.
 - Ensure the supervision standards are operating effectively.
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Risk Management

- Identify any organisational risks and take action to minimise their impact.
 - Escalate risks and propose appropriate action where necessary.
 - Manage within cost centre budget.
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Engaging with Partners

- Ensure effective relationships with partner agencies, NGOs, community groups and contracted service providers
 - Develop, build and foster relationships with Iwi, Māori and Pacific Peoples and other client groups within the adoption context
 - Manage the effective use of contracted services in accordance with expectations
 - Ensure our caregivers and adoptive applicants are valued as partners in the care of tamariki
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Being part of the Oranga Tamariki Team

- Actively and positively participate as a member of the team
 - Proactively look for opportunities to improve the operation of Oranga Tamariki
 - Perform any other duties as needed by Oranga Tamariki
 - Comply with and support all health and safety policies, guidelines and initiatives
 - Ensure all incidents, injuries and near misses are reported into our Health & Safety reporting tool
 - Comply with all legislative and regulatory requirements, and report
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any breaches as soon as they become known

- Adhere to all the procedures, policies, guidelines, and standards of integrity and conduct of Oranga Tamariki
 - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.
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KEY RELATIONSHIPS

Internal

- International Casework Team
- General Manager Care Support
- Regional Managers – to ensure seamless service delivery to common clients
- Site Managers
- Practice Advisor Adoption
- Tamariki Advocate – to ensure child-centric service design and delivery
- Office of the Chief Social Worker/Director, Professional Practice Professional Practice
- Partnering for Outcomes
- Legal Services
- Pacific Lead Care Services
- Maori Lead Care Services
- Oranga Tamariki staff

External

- Approved adoptive and Home4Life carers
- Other key agencies, including the Ministry of Health and Police
- Iwi and Māori organisations
- Other providers
- Accredited Adoption Agencies

QUALIFICATIONS & EXPERIENCE

Qualifications

- A tertiary qualification in Social Work or another relevant field or equivalent experience is required.
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Experience

- In depth working knowledge and experience of the Adoption Act 1955, Adult Adoption Information Act 1985, the Care of Children Act 2004, Oranga Tamariki Act 1989 and other legislation underpinning Oranga Tamariki activity.
 - Demonstrated experience in leading high performing teams and managing service delivery operations within a social work services or comparable organisation
 - Experience in business planning, financial management, resource
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allocation and performance monitoring processes

- Background in process planning – including how to set up systems and processes to ensure efficient service delivery with a focus on quality and risk management. This includes systems and people management aspects of process planning
- Demonstrated management experience in complex politically sensitive environments
- Successful management of risk in critical situations – including media management
- Experience working with and commitment to improving outcomes for mokopuna Māori.

Skills

- Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
 - Demonstrated ability to work in collaborative peer and other stakeholder relationships
 - Understanding of the social services environment and the complexity of pressures that can impact on staff
 - An ability to influence action in areas for which they have responsibility but not line management authority
 - An ability to lead, manage and transition people through change
 - An ability to resolve problems and make decisions with limited information in a practical and straightforward way.
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